

**Ryan White Planning Body: Meeting Agenda & Minutes**  
Serving Anson, Cabarrus, Gaston, Mecklenburg, Union, and York Counties

**Planning Body Leadership Development Workshop**

<b>Time</b>	Wednesday, June 26, 2019; 10:00 AM – 11:30 AM
<b>Location</b>	Room 4002, Valerie C. Woodard Conference Center Suite 4000 (Door E) / 3205 Freedom Drive, Charlotte, NC 28208
<b>Members attending</b>	Annette Huffstead, Bruce Trujano, Chelsea Gulden, Chris Jones, Dana Reid, Shannon Farrar
<b>Guests</b>	Nate Blackwell, Janice Shirley, Kayla Earley, Kilby Watson (presenter)
<b>Meeting goal</b>	Build capacity of current and future PB Leadership to meaningfully and intentionally engage and manage volunteers

**Agenda**

<b>Topic</b>	<b>Presenter</b>	<b>Time</b>
Volunteer & Stakeholder Engagement	Kilby Watson, Community Engagement Manager; Goodwill Industries of the Southern Piedmont	10:00-11:30

<b>Action Items for follow up</b>	<b>Assigned To</b>	<b>Due Date</b>
Research interactive Text Comments to use during PB meetings	Kayla, Nate, Chelsea	7/24/19
Bring back “Parking Lot”	Kayla	7/24/19
Make identifying stamp for potential members (non-voting) nametags	Kayla	7/24/19
Plan Social Activity to bring PB together: Game Night	Executive Team & Kayla	9/18/19
Plan process for Exit Interviews	Annette / Membership Team	8/14/19
Plan Mentorship / Partnering program/process; develop timeline for implementation	Membership & Executive Teams	2/28/20

**Notes**

Kilby Watson, Community Engagement Manager of Goodwill Industries of the Southern Piedmont, joined the Planning Body Executive Team, a select number of voting members, and two non-voting volunteers to provide a free workshop on:

1. Inspiring Engagement
2. Defining your Goals
3. “The Right Roles”
4. A Culture of Inclusion
5. Managing Communications
6. Creating Loyalty

See appended slides for more information.

**Ryan White Planning Body: Meeting Agenda & Minutes**  
Serving Anson, Cabarrus, Gaston, Mecklenburg, Union, and York Counties

---

Watson asked the group to respond to the question, “What do you want your volunteers and stakeholders to feel and experience?” regarding three topics: Connecting, Partnering, Departure. Participants responded:

**Connecting**

1. That they are making a difference in the community
2. Informed, empowered
3. Shared interest
4. Valued, important, heard
5. Part of a team / larger purpose
6. Happy & ready for the next task
7. Invited, friendly, welcomed

**Partnering**

1. Meeting preparedness
2. Real connections to life and past; Experiences shared
3. Ongoing engagement among members
4. Honest communication going both ways
5. Enthusiasm
6. Clear mind open to new ideas
7. Non-judgmental
8. Opinions and discussions of opposite opinions
9. What works for the groups and/or cultures that they belong to
10. How to make a difference in the community
11. Bring new ideas
12. Social activities
13. Understanding where we are / agenda
14. Good listening
15. Specific skills and sharing
16. Respect and research

**Departure**

1. Leave with homework
2. Gain knowledge, experience; knowledgeable; Leave with more perspective on an issue
3. Satisfaction
4. Feel appreciated in proportion with their contribution
5. Happy to refer others
6. Provide honest feedback
7. That their time was well spent
8. They learned and were heard
9. Feel like they did something great

Watson asked participants to respond to the question, “How do we know we are achieving our goals?” Participants answered:

1. Retention of members
2. Quality of touch points & relationship building
3. Completion of HRSA-defined tasks
4. Directives & Priorities/Recommendations are met and achieved
5. Survey mid-year, end-year, and at exit to gauge members’ feelings

Other ideas presented by participants to make meetings fun, to engage partners, and to manage volunteers:

1. Provide food
2. Ice breakers before meetings
3. Game night: No agenda, play only to allow members to build relationships
4. Rearrange seating at each meeting to encourage people to sit with new people
5. Create intentional “officialness,” highlighting voting members in a special way / recognizing them separately for their contribution
6. Bring back the “Parking Lot” for off-topic questions
7. Better manage public comment; manage expectations at the beginning of each meeting (this includes open communication between Kayla and Co-Chairs to stay abreast on member/participant concerns)
8. Add a stamp on nametags for potential members who cannot vote
9. Utilize text messaging software to allow members to make public comment in real-time on a screen; voting members can choose to address concerns immediately or at appropriate time
10. Conduct exit interviews (assigned to Membership Workgroup)
11. Establish a mentoring program
12. Encourage participants to utilize their first meeting as Observation Only – listen and learn before engaging

Planning Body Leadership will continue planning to implement these ideas to strengthen community engagement.

#### Appendix A: Volunteer & Stakeholder Engagement Slides



## Volunteer & Stakeholder Engagement

**Kilby Watson**  
**Community Engagement Manager**

